

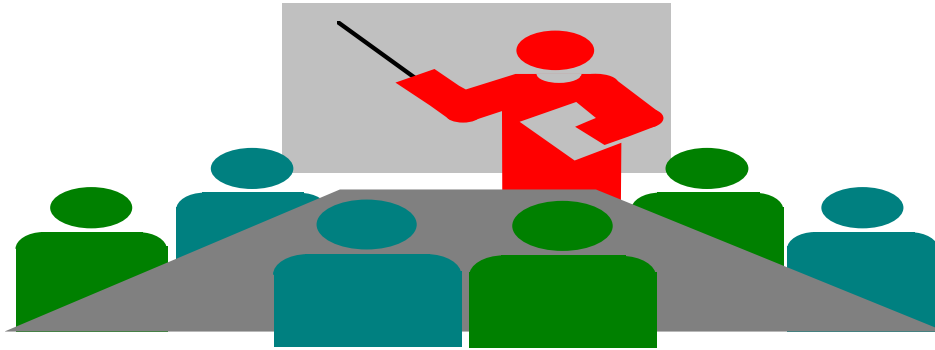
**CITY OF HARTFORD  
DEPARTMENT OF PERSONNEL**

**THE CITY ACADEMY**



**Your Key to A Successful Career**

**Learning Events Catalogue  
January through June 2005**



## **THE CITY ACADEMY**

The City Academy is committed to offering learning opportunities to all city employees that will continually allow them to enhance their skills and knowledge and lead to career advancement.

### **VISION**

*Hartford: A vibrant city of growth and opportunity for all.*

### **Director of Personnel**

Santiago Malave

### **The City Academy**

William Pelto x6362

### **Internal Instructors:**

Godfred Ansah, Personnel

Antoinette Baker, Personnel

Ann Bird, Corporation Counsel

Joyce Chin, Personnel

Betty Croll, Treasurer's Office

Santiago Malave, Personnel

William Pelto, Personnel

Ramon Rojano, Health and Human Services

Lillian Ruiz, Human Relations

Mary Watson, Treasurer's Office

# *Schedule of Learning Events*

## **JANUARY 2005**

- 6 New Employee Benefits Orientation
- 11 Basic Writing Skills
- 13 New Employee Orientation
- 19 Equal Employment Opportunities I
- 24 Sexual Harassment in the Workplace

## **FEBRUARY 2005**

- 3 Customer Service
- 8 Business Writing (day 1)
- 9 Zero Tolerance and Fairness in the Workplace
- 10 New Employee Benefits Orientation
- 15 Business Writing (day 2)
- 17 Equal Employment Opportunities II
- 24 Interview Techniques to Keep You from Going to Court

## **MARCH 2005**

- 1 Supervisory Training for Advancement (orientation)
- 3 Business Writing II
- 8 Supervisory Training for Advancement (day 1)
- 9 Employee Lost Time
- 10 New Employee Benefits Orientation
- 15 Supervisory Training for Advancement (day 2)
- 17 Personnel Procedures I
- 22 Supervisory Training for Advancement (day 3)
- 23 Upward Mobility for Advancement
- 24 Professional Presentations (day 1)
- 29 Supervisory Training for Advancement (day4)
- 30 Americans with Disabilities Act
- 31 Professional Presentations (day 2)

# *Schedule of Learning Events*

## **APRIL 2005**

- 5 Supervisory Training for Advancement (day 5)
- 6 New Employee Orientation
- 7 New Employee Benefits Orientation
- 12 Supervisory Training for Advancement (day 6)
- 13 Equal Employment Opportunities I
- 14 Cultural Diversity in the Workplace (day 1)
- 19 Supervisory Training for Advancement (day 7)
- 21 Cultural Diversity in the Workplace (day 2)
- 26 Supervisory Training for Advancement (day 8)
- 28 Sexual Harassment in the Workplace

## **MAY 2005**

- 5 New Employee Benefits Orientation
- 10 Zero Tolerance and Fairness in the Workplace
- 12 Business Writing I (day 1)
- 17 Basic Writing Skills
- 18 Equal Employment Opportunities II
- 19 Business Writing (day 2)
- 24 Customer Service
- 25 Progressive Discipline
- 26 Interview Techniques to Keep You from Going to Court

## **JUNE 2005**

- 2 Business Writing II
- 7 Employees Lost Time
- 9 New Employee Benefits Orientation
- 14 Professional Presentations (day 1)
- 16 Supervisory Techniques Refresher
- 21 Professional Presentations (day 2)
- 23 Upward Mobility for Advancement
- 28 Americans with Disabilities Act

### **AMERICANS WITH DISABILITIES ACT (ADA) OVERVIEW**

Human Relations staff provides an overview of the Americans with Disabilities Act, outlining employer and employee rights and responsibilities under the ADA. One 1½ -hour session.

Dates: Mar. 30; June 28, 2005

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.

Time: 9-10:30 a.m.

Audience: All

### **BASIC WRITING SKILLS**

This course provides employees with focused instruction basic writing skills; the elements of writing a well-constructed sentence; the subject, verb, direct object, articles, etc. One 2 1/2-hour session.

Date: Jan. 11; May 17, 2005

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.

Time: 9 – 11:30 a.m.

Audience: All

### **BUSINESS SPANISH I**

This program teaches basic business conversational skills when interacting with the Spanish community. Materials will be supplied. Must commit to all sessions. Six 1-hour sessions.

Date: NOT AVAILABLE THIS PERIOD

Location: TBA

Time: 1-2 p.m.

Audience: All

### **BUSINESS SPANISH II**

A continuation of Business Spanish I, this program teaches basic business conversational skills when speaking with the Spanish community. Materials will be supplied. Must commit to all sessions. Six 1-hour sessions.

Date: NOT AVAILABLE THIS PERIOD

Location: TBA

Time: 1-2 p.m.

Audience: All

### **BUSINESS WRITING I**

This course is designed to help writers get their ideas on paper, organize, edit, and present them effectively. Topics include over-used clichés, redundancies, and editing. Two 2½-hour sessions.

Date :Feb. 8 & 15; May 12 & 19, 2005

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.

Time: 9-11:30 a.m.

Audience: All

## **BUSINESS WRITING II**

A hands-on session designed to write, review, and edit letters and memos. Participants will review and analyze sample letters and memos for over-used clichés, redundancies, run on sentences, fragments, etc. One 2½-hour session.

Date: Mar. 3; June 2, 2005  
Time: 9-11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: All

## **CULTURAL AWARENESS AND DIVERSITY**

The purpose of this program is to understand the implications of the demographic changes in the workplace; recognize the biases and stereotypes based on gender, race, religion, age, culture, disability, and lifestyle; understand and make changes in attitudes or behaviors which are not conducive to working effectively with others. Two 2 ½ hours sessions.

Date: Apr. 14 & 21, 2005  
Time: 9 - 11:30 a.m.

Location: Personnel Dept. Conf. Room  
Audience: All

## **CUSTOMER SERVICE**

Do you have a phone full of waiting calls; a line of customers waiting to see you? How do you take care of their concerns quickly without sacrificing the quality of service? This course offers techniques to help you deal with the irate citizen; talkative caller; statements to avoid; questions to ask; and what to listen for when speaking with callers and visitors. One 2½-hour session.

Date: Feb. 3 & May 24, 2005  
Time: 9 – 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: All

## **EMPLOYEE ASSISTANCE PROGRAM I (EAP)**

EAP services provider introduces their services to supervisors and managers. Key topics include procedures, recognition of early warning signs, early intervention strategies, and constructive confrontation. Features discussion of issues and concerns to participants. One 2-hour session.

Date: TBA  
Time: 9 – 11 a.m.

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: Manager/Supervisor

## **EMPLOYEES' LOST TIME**

Personnel Department staff discusses the City's policy on lost time, excessive absenteeism, and what can be done to assist employees with a high lost-time record. Identifies leaves that do not contribute to lost time, discusses attendance problems, and explains medical evaluation forms. One 2 1/2-hour session.

Date: Mar. 9; June 7, 2005  
Time: 9 - 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: Manager/Supervisor

### **EQUAL EMPLOYMENT OPPORTUNITY I (EEO)**

The City's Affirmative Action Officer provides information regarding the Equal Employment Opportunity program and the City's Affirmative Action plan with attention to the role of the supervisor. Key topics include definitions, the law, and City policies. Materials will be provided to participants. One 2 1/2-hour session.

Date: Jan. 19, 2005  
Time: 9 - 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: Supervisor/Manager

### **EQUAL EMPLOYMENT OPPORTUNITY II (EEO)**

The City's Affirmative Action Officer provides information concerning the Equal Employment Opportunity program and the City's Affirmative Action Plan. Key topics include definitions, the law and City policies. Applicable for all employees. One 2 1/2-hour session.

Date: Feb. 17; Apr. 13, 2005  
Time: 9 - 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: All

### **GRANTS WRITING AND ADMINISTRATION**

This course covers: How you and your department can benefit from grant funding; What grant funds are and how to find them; How to write a grant application; Grant procedures for City departments; and what to do once you receive the funding (Grants Administration). One 2½-hour session.

Date: TBA  
Time: 9 – 11:30 a.m.

Location: BTA  
Audience: All

### **INTERVIEW TECHNIQUES TO KEEP YOU FROM GOING TO COURT**

There are certain interview questions that are illegal for which the interviewer (supervisor) could be sued by the candidate(s) if those questions are asked. This workshop will discuss legal interview questions that supervisors may ask, as well as illegal questions to avoid in order not to spend a day in court. One 2 1/2-hour session.

Date: Feb. 24; May 26, 2005  
Time: 9 – 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: Manager/Supervisor

### **NEW EMPLOYEE ORIENTATION**

This program Introduces City government and services to the recently hired employee. Key topics: the purpose and organization of City government, services provided; and the relationship between the employee and the public. Question and answer session. One 2 ½-hour session.

Date: Jan. 13; Apr. 6, 2005  
Time: 9 - 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: Newly hired employees

### **NEW EMPLOYEE BENEFITS ORIENTATION**

New employees are entitled to medical benefits as well as pension/retirement benefits. This session is arranged for all full-time employees of the City. The program also covers bargaining unit payroll deductions, available employee assistance programs, credit union deductions, and City Academy courses. Please contact your supervisor for this course. One 2½-hour session.

Dates: Jan. 6; Feb. 10; Mar 10;  
Apr. 7; May 5; June 9, 2005  
Time: 9 – 11:30 a.m.

Location: Personnel Conf. Room  
Audience: New Hires

### **PERSONNEL PROCEDURES I**

Personnel Department staff presents information on personnel issues affecting all city departments. Topics covered include clarification of standard procedures established by the department, and discussions on lost time and its effects. One 2 1/2-hour session.

Date: Mar 17; June 15, 2005  
Time: 9 - 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: Manager/Supervisor

### **PERSONNEL PROCEDURES II**

Personnel Department staff presents information on payroll procedures, completing forms, payroll advices, time and attendance, etc. Please complete question form before attending this session. One 2 1/2-hour session.

Date: TBA  
Time: 9-11:30 a.m.

Location: BTA  
Audience: Administrative staff

### **PROFESSIONAL PRESENTATIONS**

This program teaches how to present your material in a logical, creative, and entertaining fashion. Covers gathering material, structure, attitude, adaptability, appearance, and voice. Two 2½- hour sessions.

Date: Mar 24 & 31; June 14 & 21, 2005  
Time: 9 – 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: Anyone making presentations.

### **PROGRESSIVE DISCIPLINE I**

Personnel Department provides information on progressive discipline guidelines. Key topics include basic principles; just cause discipline; information session; counseling session; and warning notices. One 2 ½-hour session.

Date: May 25, 2005  
Time: 9-11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: Supervisor/Manager



## **PROGRESSIVE DISCIPLINE II**

Personnel Department provides information on progressive discipline guideline. Key topics include basic principles; just cause discipline; information session; counseling session; and warning notices. One 2½-hour session.

Date: NOT AVAILABLE THIS PERIOD  
Time: 9-11:30 a.m.

Location: TBA  
Audience: Non-supervisory personnel

## **RULES OF ENGAGEMENT WITH THE MEDIA**

What do you say to a reporter? How do you handle questions for which you do not have an answer? How do you make the media your friend? Recently revised, this workshop teaches you how to deal effectively with the media and available communication services. One 1½ - hour session.

Date: TBA  
Time: 10 – 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: All

## **SEXUAL HARASSMENT IN THE WORKPLACE**

Presents general information regarding sexual harassment in the workplace. Subject matter includes definitions, laws, employee rights, City policies, case studies, and complaint procedures. One 2 1/2-hour session.

Date: Jan. 24; Apr. 28, 2005  
Time: 9 - 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: All

## **SUPERVISORY TECHNIQUES REFRESHER**

Mandatory for all newly-appointed mid-managers and supervisors, this course reinforces new methods of positive supervision that net results. Topics covered: Productivity, schedules; documentation; disciplinary action, scenarios, and a question and answer session. Three 2 1/2-hour sessions.

Date: June 16, 2005  
Time: 9-11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: Mid-managers and Supervisors

## **SUPERVISOR TRAINING FOR ADVANCEMENT**

This course is designed to offer supervisor training to those employees with no supervisory experience. A certificate will be issued at the completion of the program. Topics covered will include communicating with subordinates, evaluations, techniques for success, giving feedback (positive and negative), creating scenarios, speaking with current supervisors, and a question and answer session. Must commit to all sessions. Eight 2 ½- to 3-hour sessions.

Date: Mar. 1 through Apr. 26, 2005  
Time: 9 – 11:30 a.m.

Location: Personnel Dept. Conf. Room  
Audience: Non-supervisory employees

### **UPWARD MOBILITY OPPORTUNITIES FOR CITY EMPLOYEES**

For employees who are interested in career advancement, this workshop will discuss: (a) How to appropriately complete an employment application; (b) The pitfalls in the application process; (c) What happens when you apply for a position; and (d) What to and what not to say and do at an interview. One 2-hour session.

Date: Mar. 23; June 23, 2005  
Time: 9 – 11 a.m.

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: All

### **ZERO TOLERANCE AND FAIRNESS IN THE WORKPLACE**

Participants will review Federal, State, and Municipal laws and regulations and apply them in the workplace. Topics covered include creating and maintaining a non-hostile work environment, defining terms, regulations and their importance; cases of sexual harassment; and understanding reasonable accommodation and undue hardships. Designed for managers, supervisors, and employees seeking to maintain an open and fair workplace. One 2 1/2-hour session.

Date: Feb. 9; May 10, 2005  
Time: 9 - 11:30 a.m.

Location: 525 Main St. 2<sup>nd</sup> Fl. Conf. Rm.  
Audience: All

### **MANDATORY COURSES FOR ALL CITY EMPLOYEES**

**Americans with Disabilities Act**  
**Cultural Diversity**  
**Customer Service**  
**Sexual Harassment**  
**Zero Tolerance and Fairness in the Workplace**

**Excellent Courses!**

**Excellent Instructors!**

**Excellent Learning Opportunities!**

# **DO YOU WANT TO CONTINUE YOUR COLLEGE EDUCATION?**

## **THE CITY OF HARTFORD OFFERS A TUITION REIMBURSEMENT PROGRAM**

The City of Hartford offers a tuition reimbursement program to its employees. Approved participants are eligible to receive between 50 to 80 percent of their registration and course expenses. The reimbursement program does not cover books, parking, meals, or residency.

City and Police Department employees are eligible for fall and spring semesters only, while Fire Department employees may also attend summer courses.

To enter into the program you must be a full-time employee and must have completed your initial probationary status. Courses must be taken at an accredited college or university and you must receive a passing grade.

Employees of the Hartford Public Library system or the Board of Education are not eligible for this program.

For further information, please contact Antoinette Baker in the Personnel Department at extension 6350.

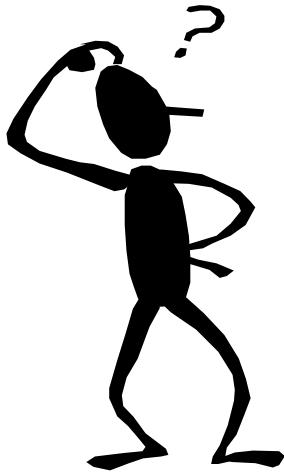
## **UNIVERSITY OF CONNECTICUT MASTER of PUBLIC AFFAIRS**

The University of Connecticut offers the Master of Public Affairs program.

Taught at the Storrs and Hartford campuses, programs are available including the MPA Core, Public Management; Public Policy Analysis; Environmental management and Health Care Management. Other concentrations include Communications; Economic Development Administration, Human Resources Management, and Urban Studies.

The MPA Program is committed to educating students to serve the public interest in the governmental, non-profit, and private-sector arenas. For more information contact:

Master of Public Affairs Program  
Institute of Public and Urban Affairs  
University of Connecticut  
421 Whitney Road  
Box U-106  
Storrs, CT 06269



DID YOU KNOW . . .

That the City of Hartford, in conjunction with Hartford Public Schools offers:

- **GED** (High School Equivalency) Program

- **ESL** (English as a Second Language)

For further information, or to register, please contact William Peltó, Training Coordinator at extension 6362.

## **ADDITIONAL OUTSIDE SOURCES FOR TRAINING**

### **The Saint Francis Academy Saint Francis Hospital and Medical Center**

The Saint Francis Academy offers a variety of courses in individual development and personal computer training. The facility also offers a fitness center. These courses are taught at the Woodland Street campus and fees are involved.

For more information or to request a catalogue, call:

Gail Benito, Education and Development Assistant  
Saint Francis Academy  
(860) 714-4740

### **Hartford Hospital Performance Development Center**

The Hartford Hospital has recently opened its Performance Development Center to provide its employees and the community with educational opportunities to enhance personal growth and career development. Courses offered include verbal/non-verbal communication; giving and receiving feedback, conflict resolution, and team building skills.

For more information contact:

Johnetta Washington  
Human Resources  
Hartford Hospital  
(860) 545-3768

### REGISTRATION

A registration form is located on page 15 of this catalogue. Complete sections I through 3, sign, obtain necessary signature, and to **William Peltó, Personnel Department, City Hall**. Registration forms should be submitted at least one week before scheduled event. **Mark the date and time on your calendar.** *No reminder notices will be sent.*

### COMMITMENT

With submission of the registration form, participant and management make a commitment to accept responsibility for attendance through completion of the learning event. ***Supervisors will be notified of those who register but do not attend class.***

### EVALUATION

Participants may be asked to evaluate the event at the end of the session. A follow-up evaluation may be sent approximately two months after completion of the event.

### CANCELLATION

The City Academy will notify participants of any changes in schedule or cancellations. Participants must notify the City Academy at extension 6362 in event of illness or other inability to attend their scheduled courses.

## SELF-STUDY

The City Academy has a series of self-study audiocassette tapes available for loan to City employees. Tapes are loaned for a period of four weeks. Contact William Peltó at extension 6362 to arrange for loan of a self-study tape.

- Confident Public Speaking
- Focused Listening Skills
- High Impact Business Writing
- How to Give Exceptional Customer Service
- How to Set & Achieve Goals
- How to Write Practically Any Business Document
- Life Planning
- One Hundred and One Ideas to Organize Your Business Life
- Pleasing Your Hard to Please Customers
- Power Networking
- Speed Reading
- Taking Control of Your Workday
- The One-Minute Manager
- What's So Funny About Work? (video cassette only)
- Writing Analytical Reports (book only)

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**CITY ACADEMY**  
**REGISTRATION FORM**

**SECTION I**

Name: \_\_\_\_\_ Employee Number: \_\_\_\_\_  
Title: \_\_\_\_\_ Office Phone Number: \_\_\_\_\_  
Department: \_\_\_\_\_ Division: \_\_\_\_\_

**SECTION 2**

Title of requested City Academy course(s):

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**SECTION 3**

Approvals:

\_\_\_\_\_  
Applicant signature

\_\_\_\_\_  
Supervisor/Department Head signature

***Supervisors will be notified of those who register but do not attend class.***

Send registration form to:

William Pelto, Personnel Department, City Hall, 550 Main Street.

All City Academy training courses will take place at City Hall. All classes will start **promptly** at 9 a.m. Please allow adequate time for travel and parking.

Please make note of class dates and times on your calendar. Reminders **will not** be sent.

**Please Note:**

**Messages for class participants can be left in the Personnel Department at 543-8590. It is the responsibility of students to check during break or at lunch. Emergency messages will be delivered immediately.**